



USER MANUAL

AXIS Hosted Video

AXIS Mobile Viewer for Hosted Video

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System requirements

Category	Requirements
Service provider	<ul style="list-style-type: none">• A video service provider account• Internet access
Configuration	A site with at least one camera
Devices*	<ul style="list-style-type: none">• iOS devices: iOS 7 or later (optimized for iPhone 5)• Android devices: Android OS version 4.1 or later
* All devices support both portrait and landscape mode.	

1 Video service provider account

1.1 Server address

Enter the server address to your provider and give your account a descriptive name.

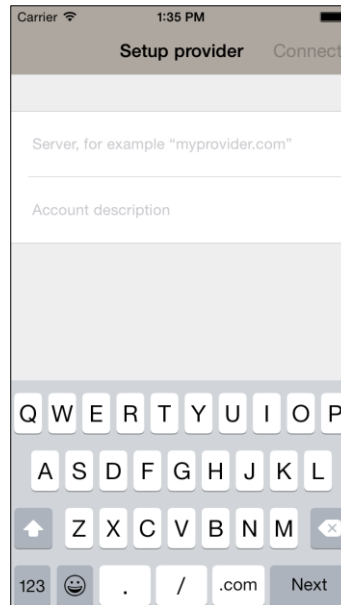


Figure 1: Setup provider

By default, the app will try to connect to your video service provider using a secure connection. If the service provider is using a self-signed certificate, or if the certificate is invalid, you will get a certificate warning.

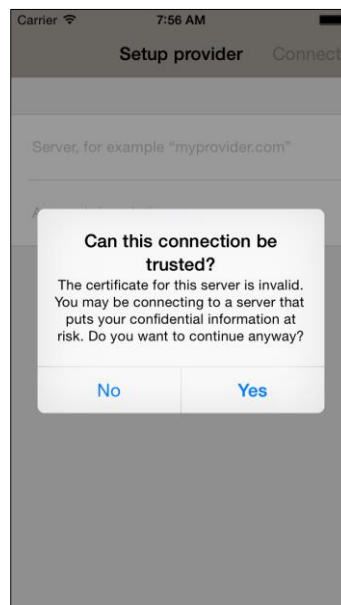


Figure 2: Certificate warning

If you press “Yes” the app will connect using an unencrypted connection. The connection will remain unencrypted until you sign out and then sign back in again using a provider that supports secure connections.

1.2 Account details

Log in to your video service provider account to download your sites and cameras.

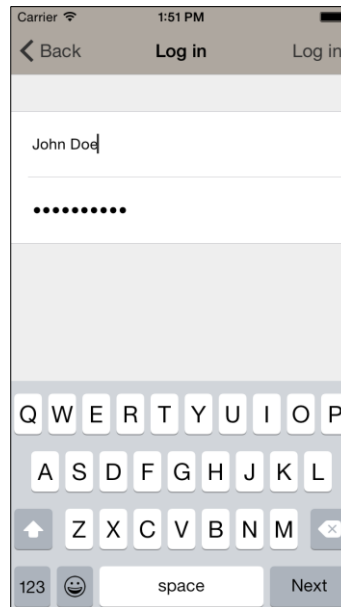


Figure 3: Account log in

2 Site list

Select the site that you want to access from the site list.

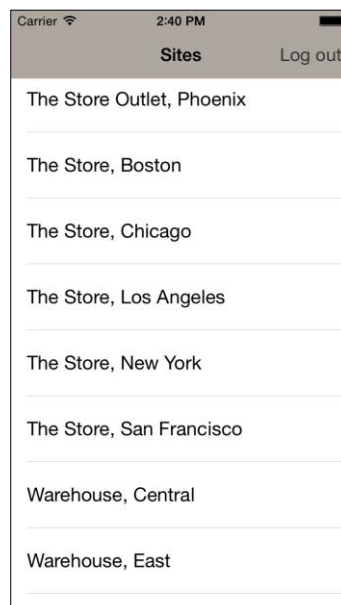


Figure 4: Site list

3 Camera overview

The camera overview shows all the cameras in the site.

- Connected and disconnected cameras are shown as status icons. Connected camera icons will be updated with live feed snapshots when they are available.

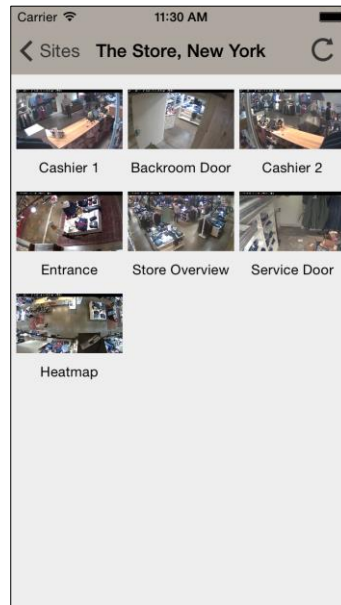


Figure 5: Camera overview

3.1 Camera overview controls



Update status and snapshots for all cameras.

3.2 Camera status icons



Camera connection and snapshot download in progress. This icon is replaced by a video feed snapshot as soon as the snapshot is downloaded. If the download cannot complete, the icon remains.



The camera has been disabled.



The camera is disconnected.

4 Live View

- Watch live video feeds and take snapshots.
- Switch between high quality mode and performance-optimized mode when the situation demands it.
- Show or hide the toolbar by tapping the video feed.
- Pinch to zoom digitally in the video feed (all devices).
- Double tap to zoom digitally in the video feed (Android devices only).

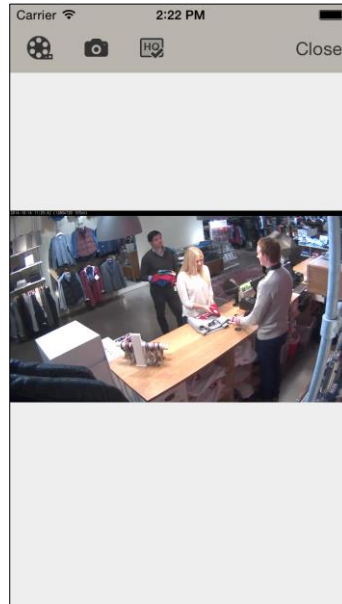


Figure 6: Live View

4.1 Live View controls



Switch to recordings.

Take a snapshot from the video feed.

iOS devices:

- The first time you take a snapshot you have to grant permission to save images to your device.
- Only full screen snapshots are saved, even if digitally zoomed-in when taken.



Android devices:

Snapshots can only be taken when the video feed is not digitally zoomed-in. This option is disabled when no video feed is available.

iOS



Switch between high quality video mode (selected) and performance-optimized mode (deselected).

Android (menu)

High quality ☒

When “High quality” is selected, the app uses a high quality video feed, if this is available.

5 Recordings

- Play video recordings, navigate the timeline to take snapshots or export clips for offline viewing.
- Switch between high quality mode and performance-optimized mode when the situation demands it.
- Show or hide the toolbar and the timeline by tapping the video feed.
- Pinch to zoom digitally in both the video feed and in the timeline.

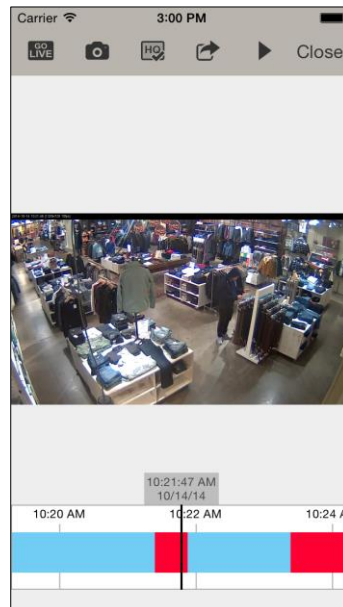


Figure 7: Recordings

5.1 Recordings controls



Switch to Live View.

Take a snapshot from the video feed.

iOS/Android



Android (menu)

Take a snapshot

iOS devices:

- The first time you take a snapshot you have to grant permission to save images to your device.
- Only full screen snapshots are saved, even if digitally zoomed-in when taken.

Android devices:

Snapshots can only be taken when the video feed is not digitally zoomed-in. This option is disabled when no video feed is available.

iOS



Android (menu)

High quality



Switch between high quality video mode (selected) and performance-optimized mode (deselected).

When “High quality” is selected, the app uses a high quality video feed, if this is available.

iOS



Switch to Export clips.

Android (menu)

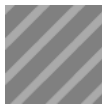
Export clips



Play a recording from the selected timeline position. This option is disabled if the following should occur:

- There is no recording at the selected position.
- There is no visible recording to the right of the selected position.

5.2 Timeline colors



Download of camera recording information (4-hour interval).



Unsuccessful download of camera recording information (4-hour interval).



Recording that is triggered by motion detection.



Continuous recording that is set up according to a schedule.

6 Exporting clips

- Export clips for offline viewing.
- View and share clips from the Photos app (iOS) or the gallery app (Android). Downloaded clips are stored on external storage (Android).
- Select the clips that you want from the timeline, and start downloading.

Note: Once the download has started, wait for the download to complete before leaving the app. Leaving the app during download stops the download.

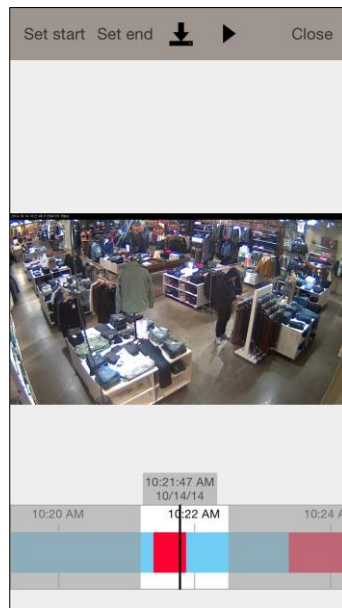


Figure 8: Exporting clips

6.1 Exporting clips controls

Set start

Set the start position for the clips that you want to download.

Set end

Set the end position for the clips that you want to download.



Start the download of the clips that you have defined in the timeline.



Play a recording from the selected timeline position.
If there is no visible recording, this option is disabled.

7 Video feed quality

High quality is defined as a video feed with a horizontal resolution higher than 640 pixels.

Video feeds with a horizontal resolution of 640 pixels or lower are defined as low quality feeds.

It is only possible to switch video feed if the following conditions are met:

- At least two video feeds exist
- One feed must be a high quality feed (wider than 640 pixels)
- One feed must be a low quality feed (width up to 640 pixels)

7.1 Automatic switching between video streams

The app will automatically switch to a low quality feed if a high quality stream cannot be maintained, for example if there is a bad network connection.

During playback, the app will also switch from a high to a low quality recording when the high quality recording ends and only a low quality recording is available for continued playback. The app will not automatically switch back to high quality as long as there is a low quality feed available, unless playback is first stopped and then started again, for example when there is a gap between available recordings.

7.2 Multiple video feeds of the same quality

If two or more video feeds with the same quality are present, the feed with the resolution that best matches the device screen will be selected. This applies for both high and low quality feeds.